



TO: Outreach Partners and Interested Parties

FROM: *Prescription Advantage*

Date: May 22, 2006

BULLETIN

This bulletin is one in a series of routine updates regarding Prescription Advantage. These notices are designed to inform a broad network of outreach partners and other interested parties about Plan updates affecting both current and future Plan members.

New Pharmacy Benefit Manager and Mail Order Service

The attached letter will be mailed this week to inform our non-Medicare members of a number of changes that will become effective on July 1, 2006. These changes include:

- A new Pharmacy Benefit Manager (PBM) to process claims,
- A new Prescription Advantage ID card, and
- A new mail order service.

The new ID cards and additional information about the change in PBM and mail order service will be mailed to members in June 2006.



July 11, 2006

Dear <Member Name>,

Starting on July 1, 2006, Prescription Advantage members will no longer have claims processed using the Caremark Pharmacy Benefits Manager. Beginning July 1, all Prescription Advantage members will have their claims processed through MedMetrics Health Partners, Inc.

What is a Pharmacy Benefits Manager?

A Pharmacy Benefits Manager (PBM) provides claims processing services to pharmacy assistance programs, like Prescription Advantage. The PBM is responsible for communicating information about your prescription drug benefits to the pharmacies to ensure that your prescriptions are charged the right amount.

How will this affect me?

While this change will not affect the benefits that you receive from Prescription Advantage, there are some changes that are important for you to know:

- ◆ You will receive a new Prescription Advantage membership card. *Be sure to bring this card with you to the pharmacy so that they can process your claims appropriately starting July 1.*
- ◆ As of July 1, Caremark's mail order facility, AdvanceRX.com will not be available. If you are currently using AdvanceRX.com or if you would like to begin using the mail order service, the new mail service provider will be Walgreens Mail Service. Please see the instructions on the second page of this letter.

If you have any questions please call Prescription Advantage Customer Service at 1-800-AGE INFO (1-800-243-4636) or TTY (toll-free) for the deaf and hard of hearing at 1-877-610-0241.

Sincerely,

Prescription Advantage

Enclosure



Mail Order Prescriptions: What you need to do

Effective July 1, 2006, your new mail service provider will be Walgreens Mail Service. Caremark's mail order facility, AdvanceRX.com will remain your provider through June 30, 2006. If you have an existing prescription with refills available after July 1, 2006, the prescription will automatically be transferred to Walgreens Mail Service. Please note, compound prescriptions and controlled substances will not be transferred. You will need a new prescription for these drugs.

IMPORTANT: You must register with Walgreens Mail Service before they can process your refill(s) or any new prescriptions.

When you place your first order with Walgreens Mail Service, be sure to:

1. Register with Walgreens Mail Service. You can register on-line at www.walgreensmail.com, call Walgreen's customer service at 1-800-345-1985, or use the mail registration form included in your Welcome Kit that you will receive in June. Include a new written prescription(s) from your doctor.
2. If you do not have a new written prescription but have refills left from Caremark's Mail Service, you can either mail your refill slips to Walgreens Mail Service (be sure to include the completed *Registration & Prescription Order Form*) or you can call Walgreen's Mail Service at 1-800-345-1985 and a customer care representative will assist you. If you are mailing your refill request and do not have a refill slip from your previous mail service but you have refills remaining, write the name of the drug and your prescription number on the completed *Registration & Prescription Order Form* (or attach a separate piece of paper).
3. Walgreens Mail Service will not be able to refill your transferred Caremark prescriptions via Touch-Tone phone or the Walgreens Mail Service website until you have activated your prescription in writing or over the phone as stated above.
4. Throw away any order forms or envelopes from your previous mail order vendor.
5. **Mail all prescriptions to Walgreens Mail Service beginning July 1, 2006. Mail your co-pay(s) and completed *Registration & Prescription Order Form* to:**

**WALGREENS MAIL SERVICEPO
BOX 29061
Phoenix, AZ 85038-9061**

To check the status of your mail service prescription drug order at Walgreens Mail Service, simply call 800-345-1985. Please allow up to 14 days for delivery from the time you mail the order.

Please direct questions on eligibility, pharmacy benefits, co-pays, covered and non-covered drugs to Prescription Advantage customer service at 1-800-AGE-INFO (1-800-243-4636) or TTY (toll free) for the deaf and hard of hearing at 1-877-610-0241.